1. How do I get an Access Online id?

The Program Administrator or Alternate can download the Access Online User ID Request form from the CAL-Card website http://www.pd.dgs.ca.gov/calcard/AccessOnline.htm, complete the form and email to calcard@usbank.com.

2. How long does it take for a new Access Online id to be set up?

The entire process should take seven to ten business days. The requestor will receive an email with the expected completion date.

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4. Do I have to assign personal social security numbers to cardholders?

No, the cardholder social security number is not required since we do not check the cardholder's credit history. However, we do recommend assigning at least a four digit number up to nine numbers that can be used as a security code. If this is used, please communicate to cardholders that this number is used in lieu of a social security number. If no number is assigned, the field in the cardholder setup will default to "0000". The assigned number or 0000 is the number the cardholder will need to activate their new card.

5. How do I get a card reissued?

The PA (Program Administrator) or PA Alternate is able to log into Access Online and reorder a card at any time. Here are the steps to do this in Access Online:
Log into Access Online (https://access.usbank.com)
Click on Account Administration (Located on left hand side)
Select Maintain Cardholder Account
Type in Account Number or Name of Cardholder
Click on Account Information
Scroll down, in the middle of screen "Plastic" and "Reorder" is listed. Click on Yes for reorder.
Click Send Request.

The card will be received in 7 to 10 business days.

6. How long does it take to change a MCC on a template?

It takes one business day to change an MCC on a template.

7. How do I set up a new blocking template for my cardholders?
Please send an email to calcard@usbank.com with the MCC list for CAL-Card templates from www.pd.dgs.ca.gov/calcard under "Access Online". Please choose the categories to be ***excluded*** from your cardholders' accounts.

8. How do I assign an Approver (replaces Approving Official)?

You can assign an Approver by building divisions and attaching the division to the Approver's Access Online user id. Please call your Account Coordinator for instructions on how to build an Approver user id.

9. What happens if our agency needs to change the PA (Program Administrator) contact?

The current PA, or alternate, needs to send an email to calcard@usbank.com requesting this change. In the email the new PA contact information (name, phone number, and email address) needs to be included. Once the CAL-Card Team receives this information the PA contact will be updated. Along with updating the PA, the new PA will also need to request an Access Online User Id. Please see number 1 above.

10. What information do I need to provide when I call my Account Coordinator (AC)

When calling the AC it would helpful to have your agent and company number.

11. What is a Managing Account? (Need to reword this answer)

A managing account is the billing level for each agency. All cards are linked to a managing account. Each managing account is assigned a unique sixteen digit number. This number should be referenced each time a payment is made to US Bank.

12. What if our agency wants to have another Managing Account?

We strongly recommend not creating too many Managing Accounts. This creates another invoice for your agency. Consolidation of Managing Accounts can not be completed until the next day after cycle. For example, if your cycle date is on the 22nd you will need to submit your request at least 15 business days before the end of your cycle. Your request will need to include an Account List (generated from Access Online) identifying which cardholders should be moved to a different managing account. Please submit your request to calcard@usbank.com.

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13. What is the Web-based Training for Access Online?

This is a **training** tool that Program Administrators, **Billing Officials, Approvers and Cardholders** can use to become acquainted with the different functions that are offered in Access Online.

14. How do I log into the web-based Training for Access Online?

You may access the training site from CAL-Card website-www.pd.dgs.ca.gov/calcard, click on Access Online, and then click on the Access Online Training. Or from the CAL-Card website click on the link" Training Information", then click on "Access Online". This will also bring you to the US Bank website that includes the passwords and a link to the web based training.

15. What is the Access Online secure website for program management?

https://access.usbank.com

17. What is a MCC code?

An MCC is what Visa uses to identify a merchant type. MCC stands for Merchant Category Code. The codes are defined by VISA. When a merchant sets up to accept Visa, the bank or card processor identifies how the merchant is categorized. If you feel like your merchant is categorized incorrectly, please work directly with your merchant. Or, if your cardholder has a declined transaction and the reason is the MCC, review the code assigned to the card and make any changes to the MCC that is within the scope of your agency's procedures/regulations. Contract restricted MCCs are listed on the CAL-Card website, click on "Restricted Merchant Category Codes".

18. How do I contact my Account Coordinator?

Account Coordinator contact information is available on the CAL-Card website: www.pd.dgs.ca.gov/calcard, click on "Contact Information" then click on "US Bank Contacts". You may also send an email to: calcard@usbank.com.

19. What information is included on the managing account (corporate summary) invoice?

This master invoice itemizes the purchases for all cardholders associated with the managing account. Your agency will receive a corporate account summary for each managing account.
NOTE: Payments must be made notating this managing account number, NOT the cardholder account.

20. Are the agency's managing account invoices available for review in Access Online?

Yes, Program Administrators and Billing Official may view/download the monthly invoice in Access Online immediately after cycle date. Program Administrators control who has access to Access Online and what functionality they can use.

21. Will our agency's cardholder's also receive statements?

Cardholders receive individual statements which detail their cardholder account activity for the cycle period. Each agency can decide if they would like to continue with paper statements or have cardholders use Access Online to view or download their statement the day after cycle.

22. Is there an amount due on cardholder statements?

Note: Cardholders do not pay the bank directly; payment is done at the managing account level. So, the amount due on a cardholder's statement is $0.00.

23. Are cardholders able to view their statements in Access Online?

Yes, cardholders may view and download their statements in Access Online immediately after their cycle date. Cardholders should contact their respective Program Administrator to request their shortname so they can self register for an Access Online I.D.

24. What is the new payment remittance address?

Corporate Payment Systems
P.O. Box 790428
St. Louis, MO 63179-0428

NOTE: Payments must be made notating the associated managing account number (Invoice Number), NOT the cardholder account number, if this number is not provided US Bank is unable to post the payment through their automated system. Payments received without the corresponding invoice number will be returned.

NOTE: To ensure accurate, expedient, payment postings, please send the remit coupon included on your agency's managing account statement(s) along with your payments.